

# ROCKSTAT

Public Safety  
Legal Department  
Neighborhood & Economic Development

MAY 15, 2014



# Rockford Police Department

PRESENTED BY:  
ASSISTANT DEPUTY CHIEF DOUG PANN

# *Rockford Police Department*

## FOLLOW UP QUESTIONS

How many parolees are currently part of the  
call-in program?

167

How many of the parolee firearm arrests  
were part of the call-in program?

5

How many of the cases were taken by US  
Attorney's office go to trial?

None

How many RAVEN participants reoffend?

39

# Rockford Police Department

## Citywide Scorecard

OFFENSES			
Item	YTD 13	YTD 14	% Change
Group A Incidents	4,540	3,956	-12.86%
All Calls for Service	47,706	46,833	-1.83%
Dispatched Calls for Service (Not Self-Initiated)	26,331	25,495	-3.17%
Self-Initiated Calls for Service	5,265	6,935	31.72%
Aggravated Battery/Shots Fired	152	82	-46.05%
Robbery	125	89	-28.80%
Burglary	495	389	-21.41%
Auto Theft	161	102	-36.65%
Burglary to Motor Vehicle and Theft from Motor Vehicle	358	268	-25.14%
Traffic Accidents	1,686	1,884	11.74%
Traffic Fatalities (count of people)	8	4	-50.00%
Group A Incidents - % Domestic Related	20.1%	23.2%	15.42%
Total People Arrested	3,127	2,959	-5.37%
Parolees Arrested		128	
Adult Probationers Arrested		299	
Juvenile Probationers Arrested		63	
# of Guns Seized	80	55	-31.25%
# of People Arrested for Any Offense Involving a Firearm	93	88	-5.38%
Firearm Cases Prosecuted by the US Attorney's Office			N/C

\*\*N/C is "not calculable"

\*\*Parole and probation arrests counted using the most recent monthly parole & probation lists.

\*\*Probation and parole arrests include custodial (lodged in jail) and non-custodial (traffic citations/NTAs) arrests.

\*\*# of people arrested for offenses involving firearms was obtained by using the "offense weapon code" where a gun or firearm was reported as used in that offense.

# Rockford Police Department



## YEAR TO DATE DASHBOARD

### YTD '13 vs YTD '14

#### GROUP A OFFENSES

	2013	2014	% Change	
<b>City</b>	6,041	5,044	-16.50%	↓
<i>Incidents</i>	4,540	3,956	-12.86%	↓
<b>District 1</b>	2,337	1,967	-15.83%	↓
<b>District 2</b>	1,788	1,553	-13.14%	↓
<b>District 3</b>	1,196	1,036	-13.38%	↓

#### VIOLENT CRIME

	2013	2014	% Change	
<b>City</b>	633	498	-21.33%	↓
<i>Incidents</i>	491	420	-14.46%	↓
<b>District 1</b>	218	199	-8.72%	↓
<b>District 2</b>	173	162	-6.36%	↓
<b>District 3</b>	84	60	-28.57%	↓

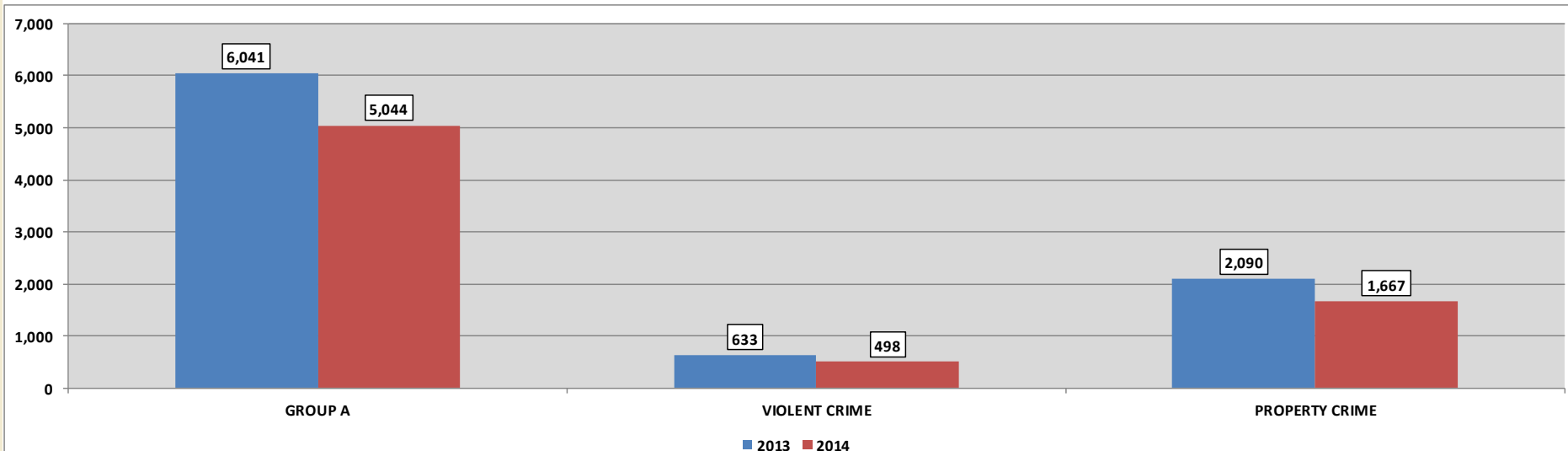
#### PROPERTY CRIME

	2013	2014	% Change	
<b>City</b>	2,090	1,667	-20.24%	↓
<i>Incidents</i>	2,032	1,632	-19.69%	↓
<b>District 1</b>	714	569	-20.31%	↓
<b>District 2</b>	624	455	-27.08%	↓
<b>District 3</b>	576	513	-10.94%	↓

\*\*Produced 5/7/14.

\*\*City data based on NIBRS Greenbar report.

\*\*District data from Geo Policing Master.xlsx and may not equal the city total due to case reports with no patrol area. Additionally, for Violent Crime, Citywide totals count victims while District totals count only offenses.



NIBRS Group A Offenses: Twenty-two crime categories made up of 46 offenses considered to be the most serious. May be a crime against person, property or society (for example: Murder, Robbery, Burglary, Drug Offenses, Theft, Prostitution, etc).

\*\*Please note that statistics are subject to change as Police Reports are submitted. Reports ran within the first week of the following month of YTD end. Statistics reflect that point in time.

\*\*Statistics represent all NIBRS offenses in an incident, not just the most serious.

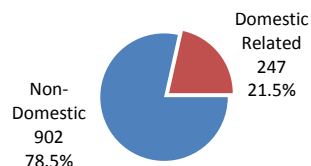
# Rockford Police Department

## Domestic Related Incidents

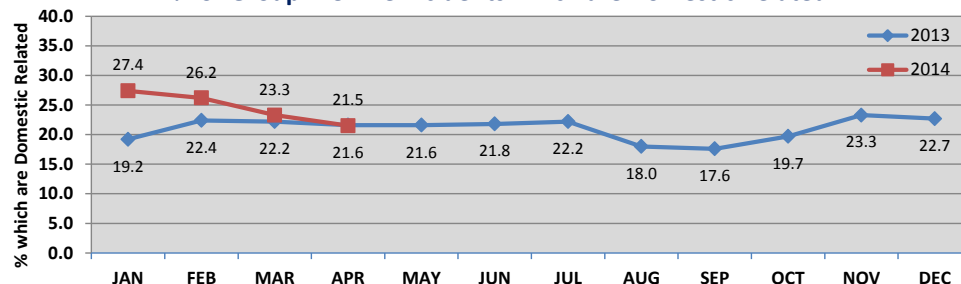
### Group A Crime Incidents

April 2014

1,149 total incidents



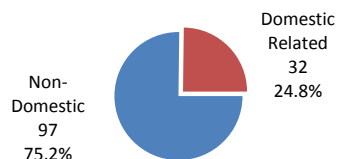
### % of Group A Crime Incidents which are Domestic Related



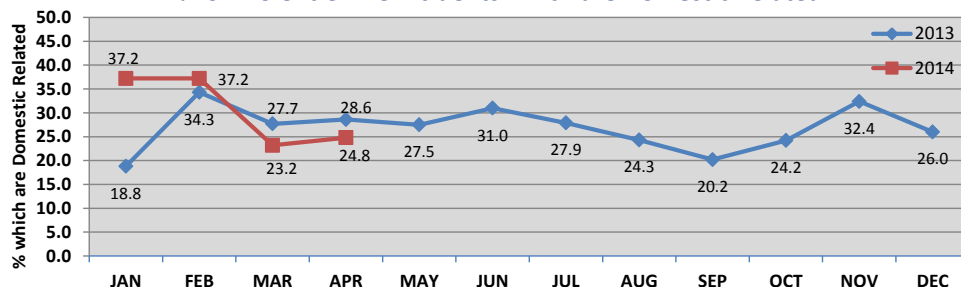
### Violent Crime Incidents

April 2014

129 total incidents



### % of Violent Crime Incidents which are Domestic Related



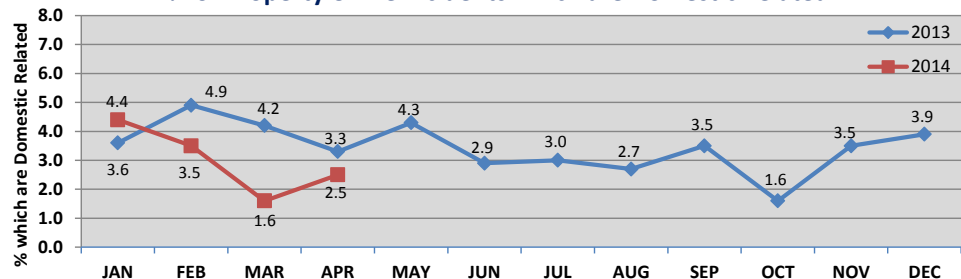
### Property Crime Incidents

April 2014

471 total incidents



### % of Property Crime Incidents which are Domestic Related



# Rockford Police Department

## Accomplishments

- April began 11<sup>th</sup> Citizen's Police Academy
- Holding weekly meetings with RHA
- Hired seven new officers
- One promotion to sergeant
- Four officers received exceptional service award
- Two officers received life saving award
- Summit of Hope
- Retirement of Sergeant Jeff Schelling
- Retirement of Investigator William Jacobson
- Rental Registry available on SharePoint

## Goals for 2014

- 5% Reduction in Violent Crime
- 5% Reduction in Property Crime
- 5% Reduction in Shots Fired
- 10% Increase in Weapons Recovered
- CALEA Mock Assessment June 9-12



# Rockford Fire Department

PRESENTED BY:  
Chief Derek Bergsten

# *Rockford Fire Department*

## **Dashboard**

<b>Measure</b>	<b>2013 YTD Benchmark</b>	<b>2014 YTD Actual</b>
EMS & Search and Rescue Incidents	6,377	6,500
Total Fires	187	184
Structure Fire Incidents (Residential)	73	71
Structure Fire Incidents (Commercial)	14	15
Vehicle Fire Incidents	29	33
Outside Fire Incidents	26	24
Open Burning Incidents	45	41
Inspections	1,629	1,231
Arsons	19	15
Public Education Activities (# of Persons)	1,462	1,348
911 Calls	35,774	34,083

# *Rockford Fire Department*

## **Community Specific Integrated Emergency Management Course**

- Located on the campus of the National Emergency Training Center in Emmitsburg, MD
- Functional exercise over a 4 day period evaluating 5 key areas:
  - Planning
  - Operational Coordination
  - Operational Communications
  - Mass Care Services
  - Public and Private Services and Resources
- Scenario: An F3 Tornado incident with multiple strikes in The City of Rockford.
- Over 75 individuals from various agencies in Rockford/Winnebago Co and surrounding areas attended.
- An After Action Report will be created to evaluate the exercise

# *Rockford Fire Department*

## **Community Specific Integrated Emergency Management Course**

- State
  - Illinois Emergency Management Agency
- Winnebago County
  - Winnebago County Health Department
  - County Board
  - Sheriff Department
- City of Rockford
  - Fire Department
  - Police Department
  - Public Works
  - Park District
  - RMTD
  - Rockford Housing Authority
  - Rockford Public School District
  - Rockford Memorial Hospital
  - OSF Saint Anthony Medical Center
  - Swedish American Hospital
  - Rockford YWCA
  - Salvation Army
- Other Agencies
  - ComEd
  - Nicor Gas
  - Lee County
  - Win-Bur-Sew
  - Loves Park

# *Rockford Fire Department*

## Community Specific Integrated Emergency Management Course



# *Rockford Fire Department*

## **Achievements**

- Community Specific Integrated Emergency Management Course
- Participation in the RPS #205 Student Enrichment Program
- Recruiter position started 5/12/2014
- Ventilation drill completed
- LEPC conference
- Onsite training completed for new mobile electronic patient care reporting system (FH Medic)
- Completed second round of desktop computer replacement
- Bids turned in for Station 3



# *Rockford Fire Department*

## **Areas for Improvement**

- PowerDMS roll out
- Update mobile computers and station maps with new bridge restrictions
- FH Medic software implementation
- Developing a press release and conference with community partners on water safety
- Formalizing specific protocols for risk reduction efforts for each age group
- Training on May Day procedures for firefighter down
- Modifications to tactics and strategies based on research from UL and NIST

# Public Works Dept.

PRESENTED BY:

Mark Stockman – Street Superintendent

Tim Holdeman – Water Superintendent



# Street & Transportation Division

**Mark Stockman**  
**Street & Transportation Superintendent**

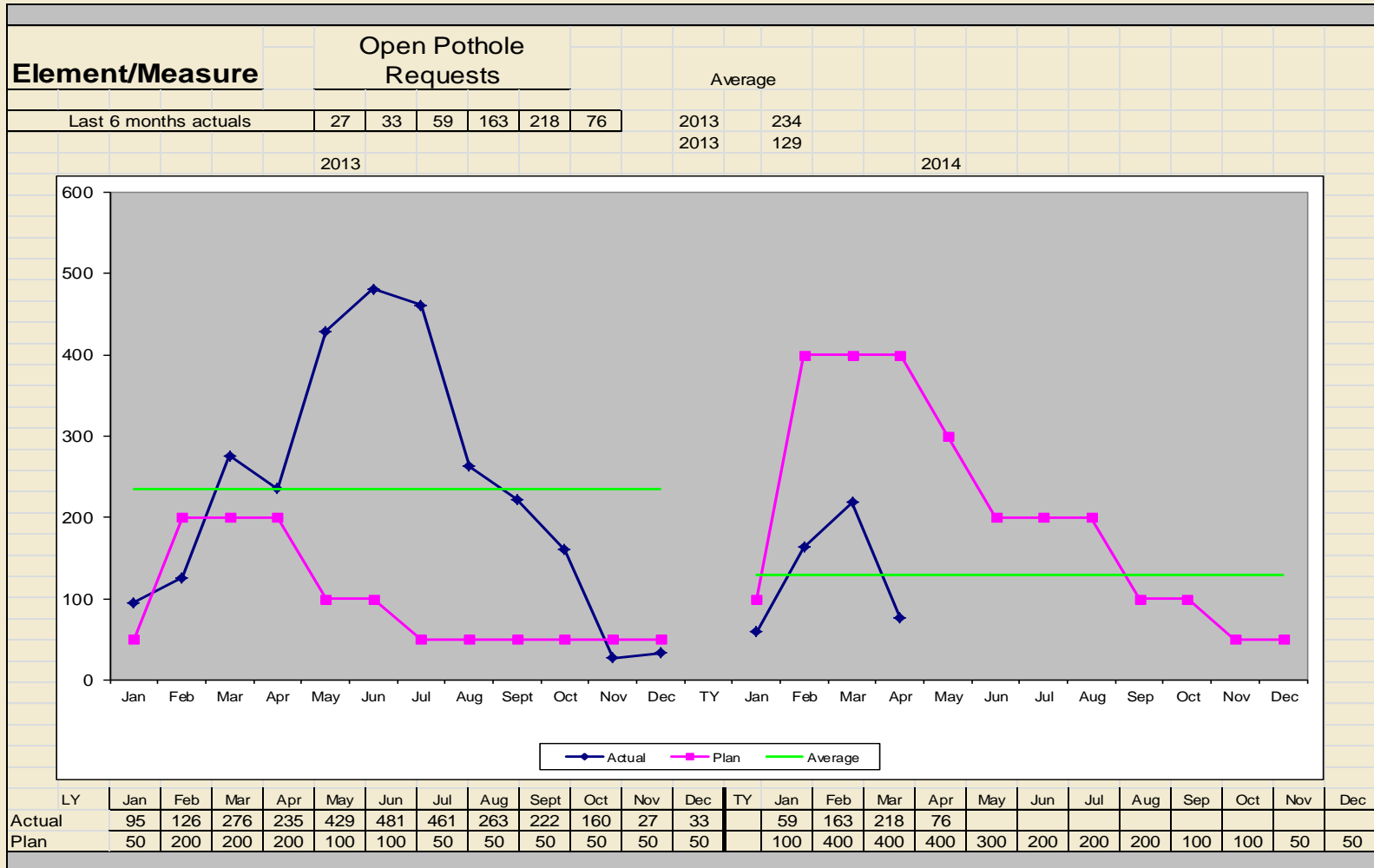
# Public Works - Street & Transportation

## Scorecard

Monthly Performance			Jan	Feb	Mar	Apr	May	Jun
2014								
Street Operations	Open Pothole Requests	150	59	163	218	76		
	Arterial Pothole Requests - Ave. Days Open	20	31	21	17	13		
	Residential Pothole Requests - Ave. Days Open	50	79	60	25	19		
	# Trees Trimmed	200	48	173	328	279		
	# Trees Removed	120	37	58	71	70		
	# Trees Planted - Monthly Average	140						
	Open Forestry Requests	400	364	294	255	245		
	Open Forestry Requests - Average Days Open	150	174	192	187	189		
	Total Requests	750	467	475	902	680		
	Total Open Requests	700	553	568	580	419		
Traffic Operations	% of Graffiti Removal Time in $\leq 5$ days	95%				90%		
	% Signals Repaired Compared to Reported	95%	98%	100%	99%	98%		
	% Signals Replaced Compared to Reported	95%	93%	100%	100%	100%		
	% of Signal Bulb Outage Response Time in $\leq 24$ hrs	95%	96%	97%	97%	100%		
	City Street Light Outage Response Time $\leq 5$ days	95%	100%	100%	100%	100%		
	% Sign Repaired/Replac. to Reported	95%	48%	38%	100%	98%		
	Signs Repair/Replac. Response Time $\leq 5$ days	95%	100%	100%	99%	100%		

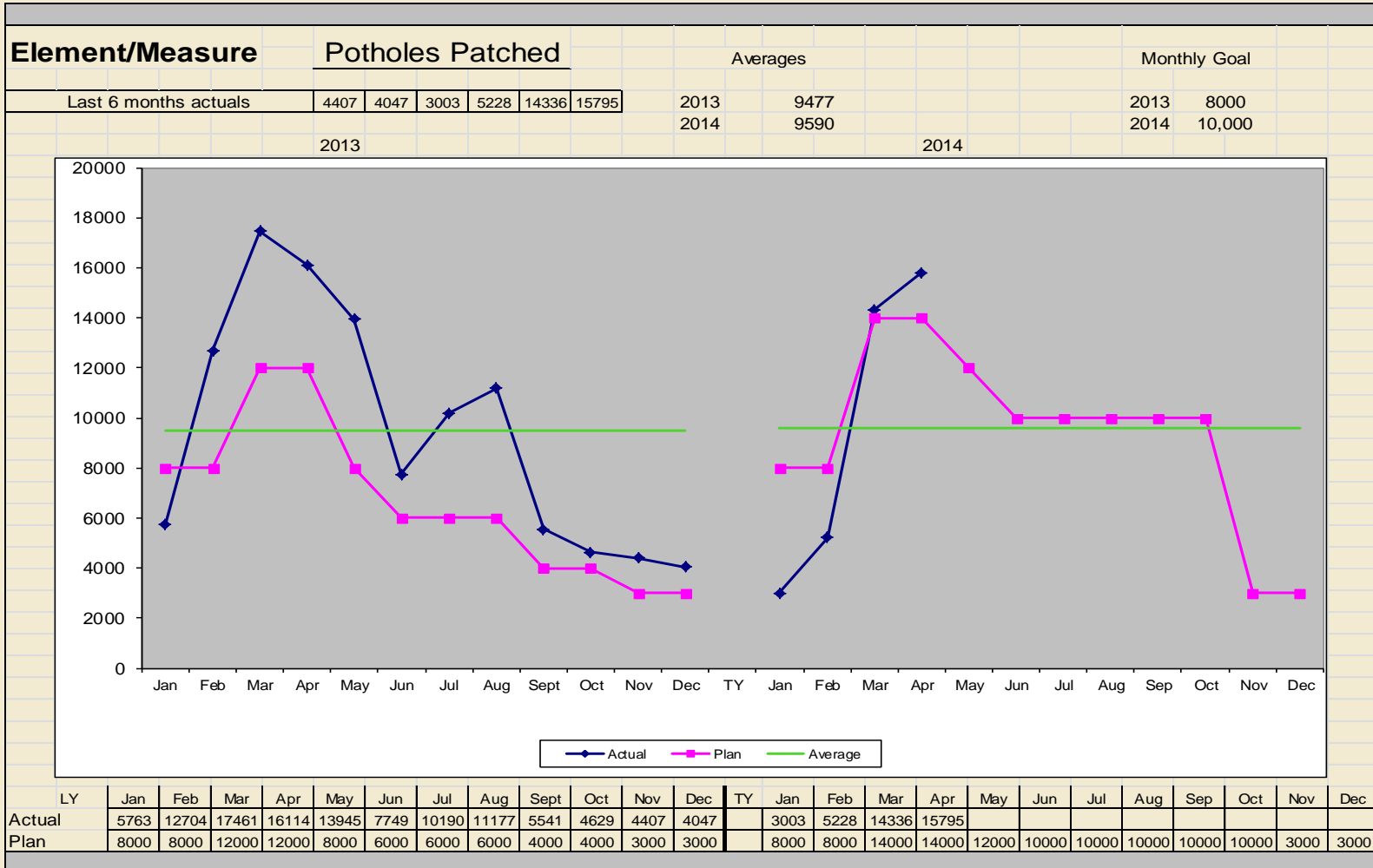
# Street & Transportation

## Pothole Patching

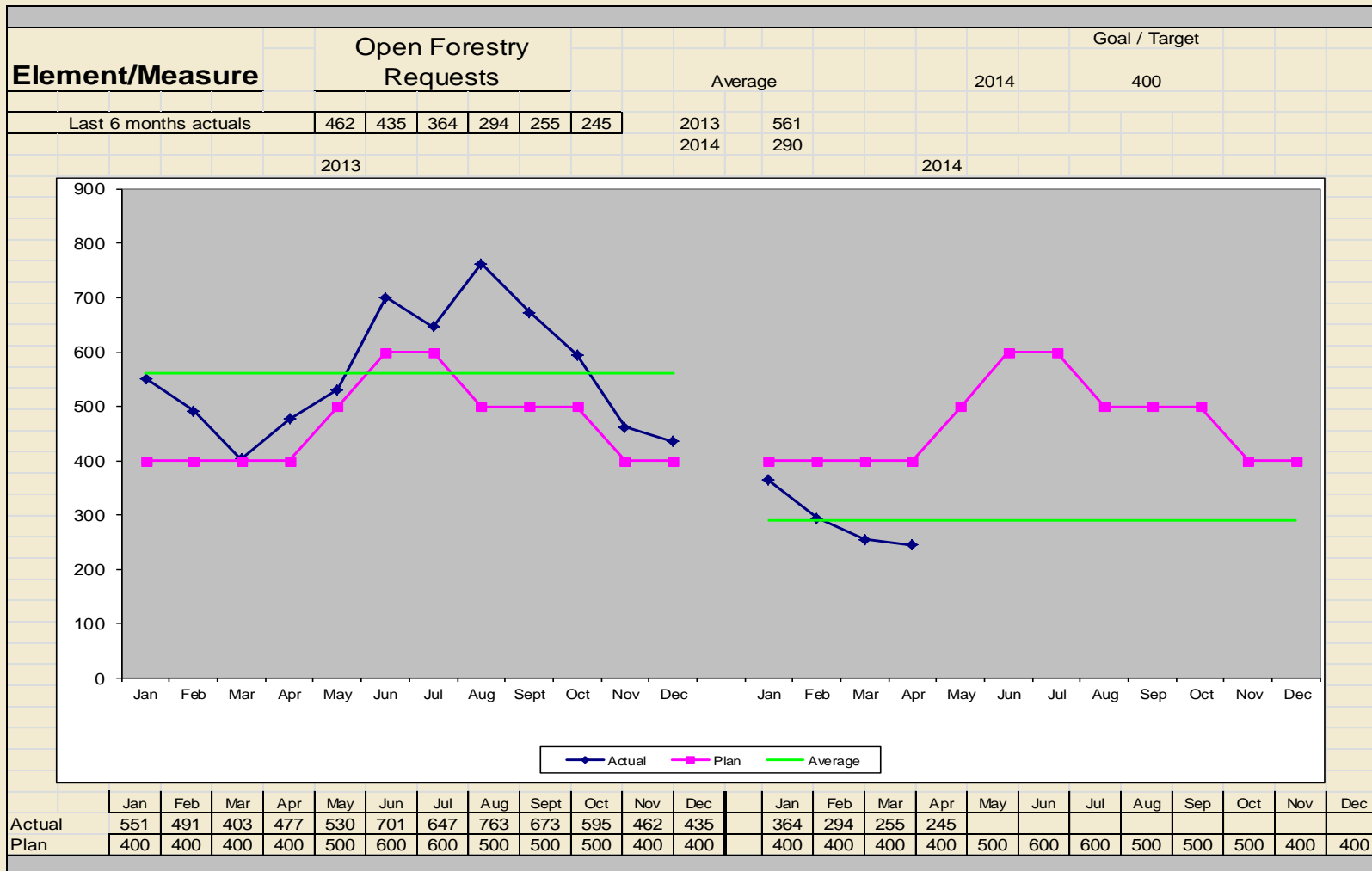


# Street & Transportation

## Pothole Patching

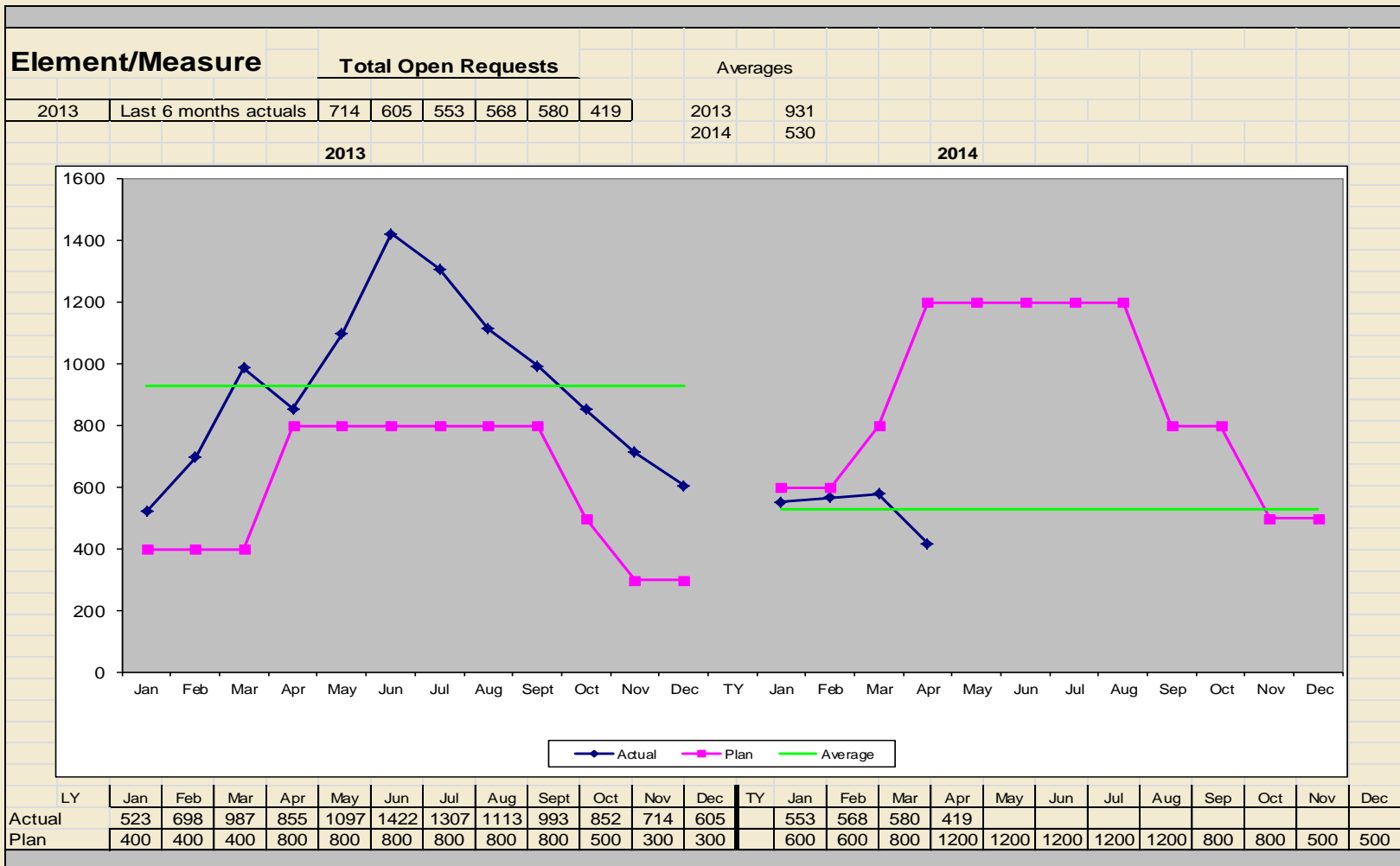


# Street & Transportation Forestry



# Street & Transportation

## All Operations



# *Street & Transportation*

## **Achievements**

- Reduction of unresolved Pothole requests
- 65% reduction of unresolved Forestry requests since July 2013
- Implemented new interactive search map for citizens to track street sweeping.

## **Areas for Improvement**

- Complete spring Tree Planting
- Complete Spring Sweeping Cycle
- Complete winter cleanup and begin work on storm drainage maintenance.

# Graffiti

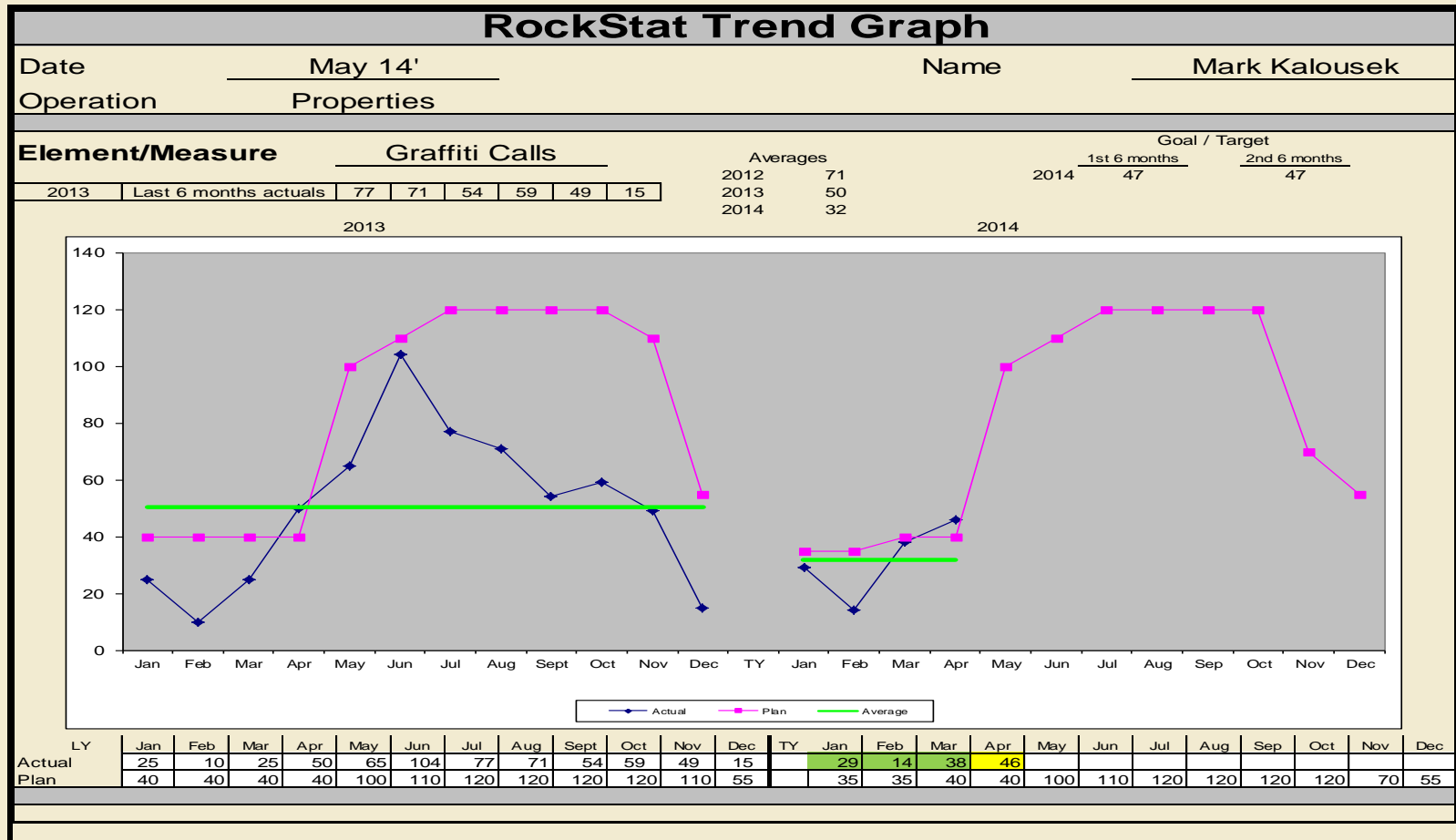
PRESENTED BY:

Kwame Calvin – Transportation & Facilities Manager



# Public Works – Graffiti

## 2013 YTD Dashboard



# *Public Works – Graffiti*

## Statistics

- We have a **21%** increase in graffiti cases (127) this year compared to (110) in 2013
- We averaged a 2.5 day removal time in April
- April is our highest month for graffiti cases (46) in 2014
- We are averaging (32) cases per month this year compared to (28) in 2013

Morgan St. Bridge

BEFORE

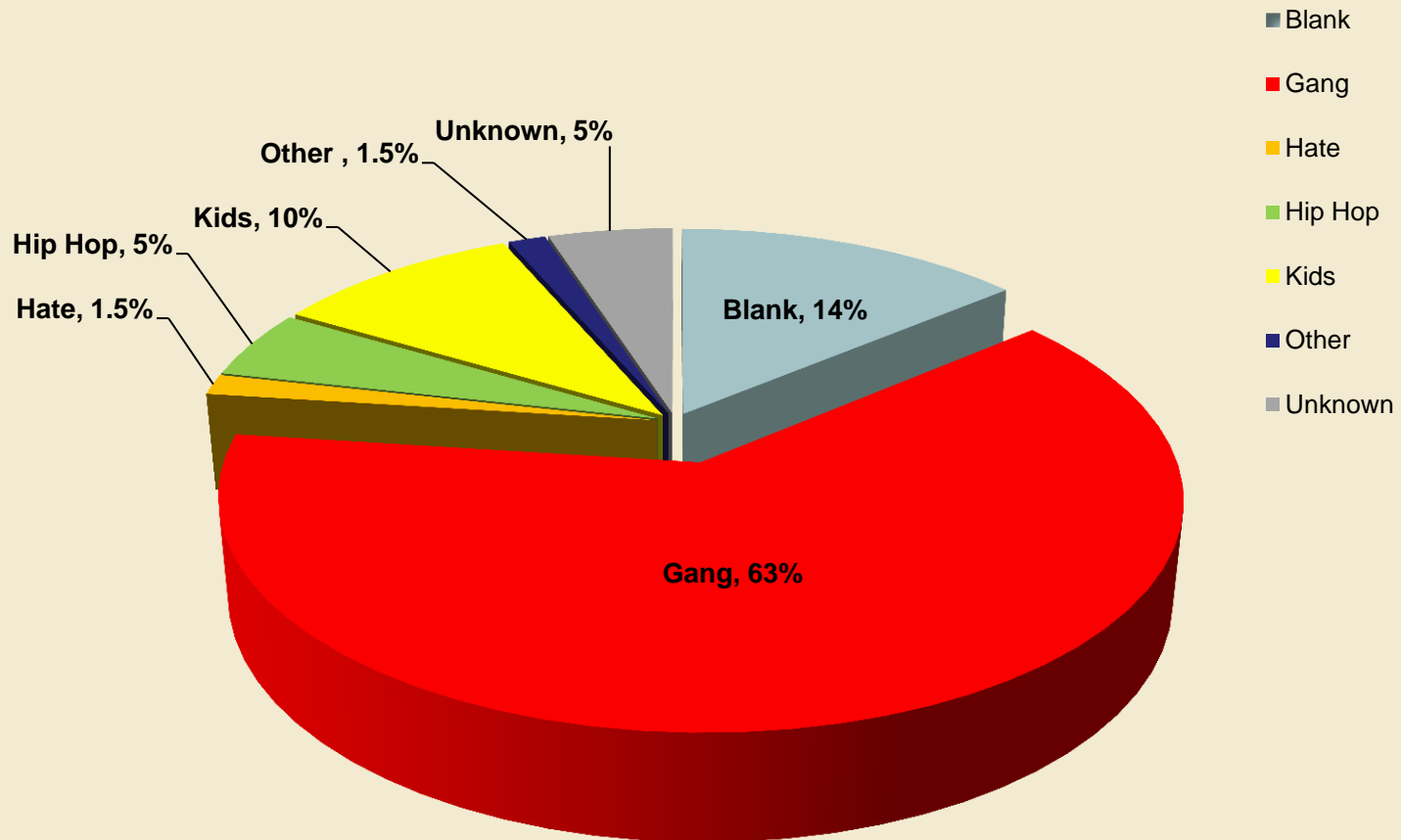


AFTER



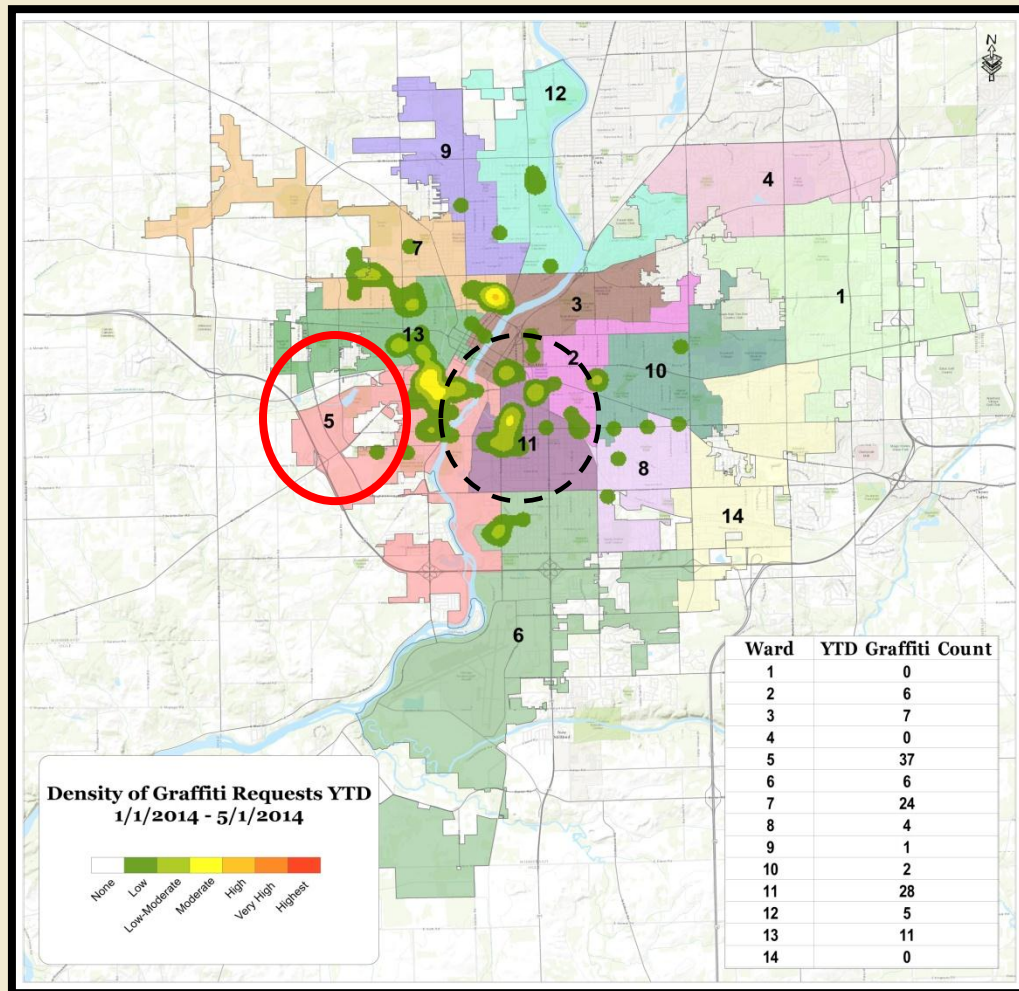
# *Public Works – Graffiti*

## Statistics



# *Public Works – Graffiti*

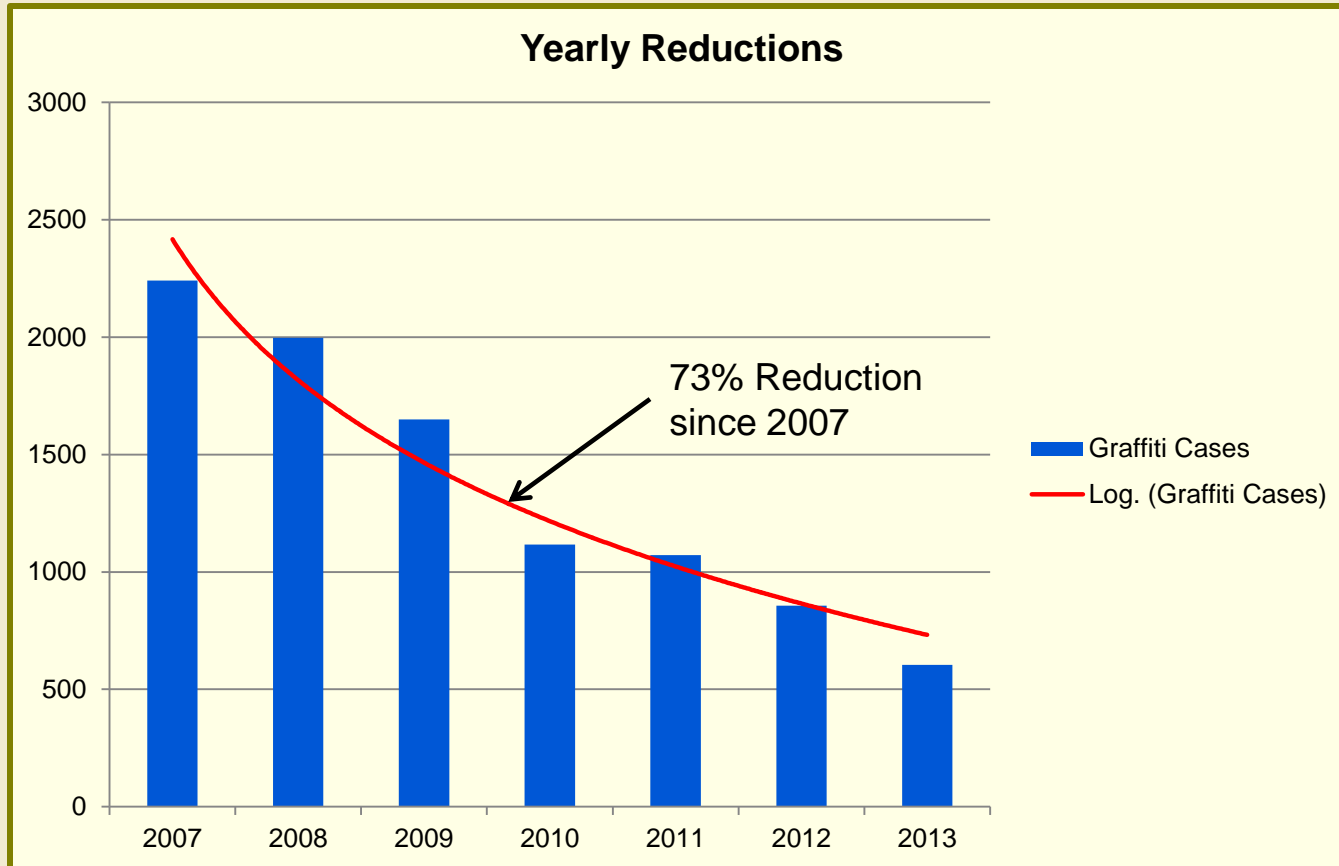
## Graffiti by Wards



- Ward 5 has the highest amount of graffiti cases (37)
- Wards 1, 4, and 14 have (0) cases for the year
- Wards 5 and 11 almost has as many cases (61) as the rest of the Wards (66) combined.

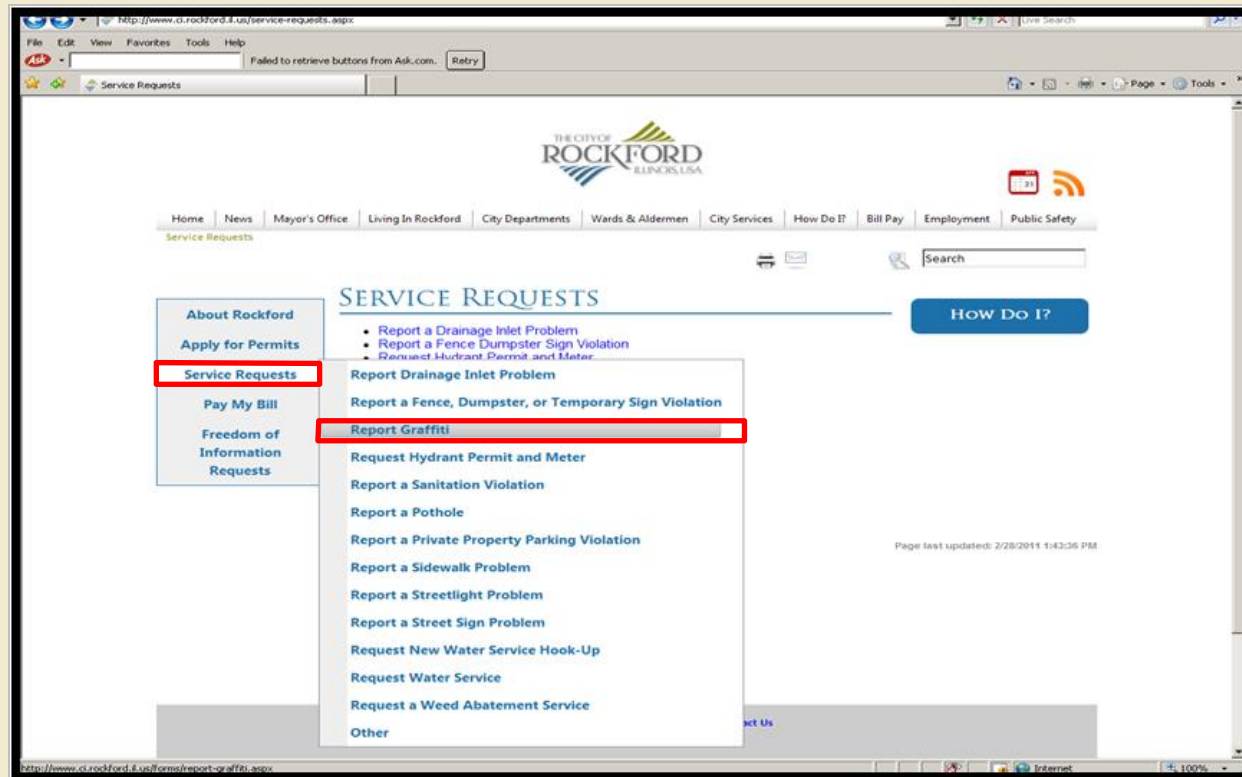
# *Public Works – Graffiti*

## Graffiti Cases



# Public Works – Graffiti

## Service Requests



Graffiti Hotline 815-961-3243

# *Public Works – Graffiti*

## **Achievements**

- We are averaging (2.5) day removal time removal time on a goal of (2.5) days removal time
  - April 2014 graffiti cases were 4 cases fewer than April 2014
- Decline in graffiti for the last 7 straight years. (2241) cases in 2007. (604) cases in 2013

# *Public Works – Graffiti*

## **Areas of Improvement**

- We have a 21% increase in Graffiti cases
- Wards 5 11 account for 48% of all graffiti cases
- Most Common type of Graffiti is Gang



# Water Division

PRESENTED BY:  
Tim Holdeman, Water Superintendent

# Public Works – Water Division

## Scorecard

Monthly Performance				Jan	Feb	Mar	Apr	May	Jun
2014									
Water Operations	Distribution	Emergency Repair Time (hours)	2	3.7	0.9	0.9	2.1		
		% of Total Repairs That Are Planned	80%	47%	53%	72%	91%		
		Emergency JULIE Locate Response Time (hrs)	1	0.5	0.5	0.5	0.5		
		Backlog of Non-Emerg Repairs (Weekly Avg)	25	44	61	65	50		
		# of Winter Backlog Jobs	130	61	282	344	344		
		Water Main Flushed (mi)	20						
	Customer Service	Average # of Days to Correct Meter Problem	30	30+	37	12	32		
		# of Days for First Available Scheduling	3	0.9	0.6	1.5	1.4		
		% of Citizens Receiving 1st Choice Scheduling	90%	94%	94%	96%	95%		
	Production	% Meeting Demand for Water Pumped	110%	218%	208%	197%	216%		
		Service Pressure Excursions	100	76	24	23	39		
		% of Total Maintenance Hrs Available	70%	67%	49%	55%	65%		
		# of Water Quality Complaints	5	1	2	0	0		
		% of Total Production from Rehabed Wells	80%	81%	86%	85%	88%		
	Financial	Total Amt Past 30 Days Due as % of Revenue	5%	3.9%	3.7%	3.7%	3.7%		
		Operating Revenue, % of Plan	95%	99%	115%	100%	97%		
		Number of New Water Connections	8	0	2	2	4		

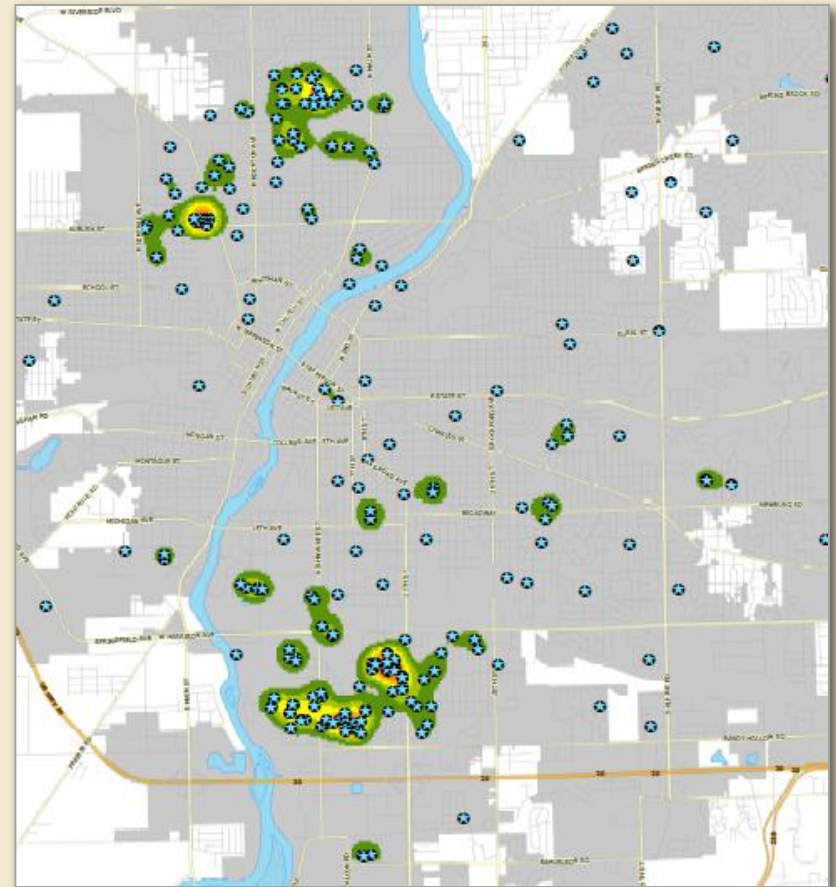
# *PUBLIC WORKS / WATER DIVISION*

## **Frozen Services 2014**

Location of Frozen Services

### **Summary**

- 214 Contractor-led Repairs
- 211 (99%) Invoices Received
- \$958,834 or \$4,544/Service
- Restoration ~\$300,000
- Offset Unplanned Expense by Deferring Non-Critical Items



# *PUBLIC WORKS / WATER DIVISION*

## **Water Well Maintenance Program**

### **Program Outline**

- Performance Testing
  - ✓ 5 (of 27) sites per year
- Prioritize Preventative Maintenance  
Based on Performance Testing
- Targeted Rehabilitation
- Post- Rehab Testing



# *Public Works Department – Water Division*

## Achievements

- Excellent Quality, Sufficient Supply & Stable Pressure
- Annual Pre-Construction Meeting with Contractors
- Water Utility Field Map Upgrade
- ODMS Implementation Strategy
- Hansen Work Order System Tough-Tablet Pilot Project

## Areas for Improvement

- Credits for Running Water Program
- Winter Restoration Program Completion by June 15
- Water Operations Center Entrance Improvements Construction
- Secondary Wells - Chemical Room Upgrades Project
- Reservoir Improvements Plan

# Legal Department

PRESENTED BY:

Patrick Hayes: Legal Director

# Division Diversity Procurement

PRESENTED BY:  
Ron Moore  
Diversity Procurement Officer

*Department of Law*  
*DIVISION of Diversity Procurement*  
**Areas of Improvement**

## **LCPtracker Inc Reporting System**

- Will be Operational during the 2<sup>nd</sup> Quarter of 2014
- Local Workforce and EEO Reporting
- Workforce reports to help identify workers and meet goals for Ethnicities, Gender and Residency, Trade Craft & Zip Codes
- Reports by Contractor, Craft, Ethnicity, Hours & Wages, Project and Zip Code
- Reports by Specific City Project (Hours Worked and \$ Paid)



# *Department of Law*

## *DIVISION of Diversity Procurement*

All Procurement Dollars Spent - 2014	1st Quarter
	Procurement
	Dollars
Prime Contractor Total Dollars	\$3,360,606.11
MBE Subcontractors Total Dollars	\$18,920.00
WBE Subcontractors Total Dollars	\$92,687.70
Companies who are Minority Business not Certified	
Companies who are Women Business not Certified	
Total MBE Generals & Subcontractors	\$18,920.00
Total WBE Generals & Subcontractors	\$92,687.70
Total MBE & WBE Procurement Percentage	\$111,607.70

# *Department of Law*

## *DIVISION of Diversity Procurement*

	2014		
All Procurement Dollars Spent	1st Quarter		
	MBE/WBE		
	Contract %		
Prime Contractor Total Dollars			
MBE Subcontractors Total Dollars (Certified)	0.56%		
WBE Subcontractors Total Dollars (Cerified)	2.76%		
Companies who are Minority Business not Certified	0.00%		
Companies who are Women Business not Certified	0.00%		
Total MBE Generals & Subcontractors	0.56%		
Total WBE Generals & Subcontractors	2.76%		
Total Procurement Percentages	3.32%		

# Department of Law Litigation, Claims & FOIA

Kerry F. Partridge, City Attorney (1995-2014)  
Ifeanyi Mogbana Assistant City Attorney (2014)  
Troiana J. Gears, Paralegal (2010-2014)

# New & Closed Lawsuits for 2014

CASE NAME	OUTCOME	SETTLEMENT AMOUNT	YEAR FILED	
<b>Closed Lawsuits in 2014</b>				
Cash v. City of Rockford	Settled	1.6 Million in 2014 & \$833 K in 2015	2007	
Walker v. City of Rockford	Won		2010	
Saunders-El v. City of Rockford	Won		2010	
Staff v. City of Rockford	Settled	\$11,000.00	2012	
Crawley v. City of Rockford	Won		2011	
Lee v. Rockford Metro, et al.	Settled	\$1,500.00	2008	
Jones v. Fleming, et al.	Won		2013	
Kelly v. City of Rockford, et al	Won		2013	
Ramos v. Strawser	Settled	\$4,000.00		
<b>Total Value of Settlements in 2014</b>		<b>\$1,616,500.00</b>		
	Historical	Yearly Settlement Total		\$537,000.00
		Average Settlement		\$82,133.19
<b>New Lawsuits Filed in 2014</b>				
Lukes v. Marquez, et al.	Pending		2014	
Phillips v. City of Rockford	Pending		2014	
Flores v. City of Rockford, et al.	Pending		2014	

# *Legal Department- Litigation*

## **Major Cases of Interest for 2014**

<b>CASE NAME</b>	<b>CASE FILED</b>	<b>ALLEGATIONS AGAINST CITY</b>	<b>UPDATE APRIL 2014</b>
Estate of Barmore/Kingdom Authority v. City of Rockford, et al.	2010	Excessive Force/Intentional Infliction of Emotional Distress/False Imprisonment of Witnesses	Expert Discovery Trial in Late 2014
Estate of Phillip Johnson, Jr. v. City of Rockford, et al.	2013	Excessive Force, Failure to Provide Medical Care	Early Discovery
Meade v. City of Rockford	2009	Negligence, Willful and Wanton Conduct	Trial in Fall 2014

# *Legal Department-Claims*

## **ACHIEVEMENTS**

- Excellent Public Acceptance of PMA as our TPA.
- Minimal Public Discontent with Claims Processing Times
- City Staff Time Greatly Reduced in Claims Process.
- Processed Record Number of Claims in 1<sup>st</sup> Quarter 2014

## **AREAS FOR IMPROVEMENT**

- Continue PMA Training in Claims Decision Parameters.
- Improve PMA processing times.
- Strive for General Reduction in Claims for 2015.

# Legal Department-Claims

Claims Dashboard 2012-2014

	2012 1st Quarter	2012 2nd Quarter	2012 3rd Quarter	2012 4th Quarter	2013 1st Quarter	2013 2nd Quarter	2013 3rd Quarter	2013 4th Quarter	2014 1st Quarter
Claims this Quarter	15	16	31	19	113	134	51	29	348
Avg. Claims per Quarter	43	43	43	43	43	43	43	43	43
Claims this Year	15	31	62	81	113	247	298	327	348
Claims Approved this Qtr.	2	5	7	3	7	16	4	4	2/281
%of Claims Approved this Qtr.	13%	31%	23%	16%	6%	12%	8%	14%	1%
\$ Value of Approvals this Qtr.	\$477.56	\$3,614.26	\$22,920.49	\$2,074.98	\$5,741.36	\$7,703.64	\$12,381.32	\$18,344.64	\$687.34
Avg. \$ Approvals this Qtr.	\$238.77	\$722.85	\$3,274.35	\$691.66	\$691.66	\$820.19	\$3,095.33	\$4,586.16	\$343.67
Avg. Days to Approve this Qtr.	11	50	65	19	142	93	41	40	38
%Approved w/in 33 days this Qtr.	100%	60%	71%	100%	0%	0%	0%	0%	0%
%Approved w/in 42 days this Qtr.	93%	60%	71%	100%	0%	10%	0%	100%	100%
Claims Denied this Qtr.	13	11	24	13	106	118	47	25	279/281
Avg. Days to Deny this Qtr.	11	6	17	20	92	91	61	42	43
%Denied w/in 21 days this Qtr.	100%	100%	83%	62%	6%	6%	12%	38%	5%
%Denied w/in 42 days this Qtr.	100%	100%	87%	77%	21%	20%	32%	50%	53%
Avg. Days to Investigate this Qtr.	7	21	28	17	***	***	***	***	***

## FOIA Disposition Times

Department	Total Requests	Timely Compliance
CD Department	143	98.6%
Fire Department	175	99.4%
Finance Department	18	100%
Human Resources	1	100%
Human Services	0	100%
Legal Department	4	100%
Police Department	239	99.6%
PW Department	19	100%
<b>Total</b>	<b>599</b>	<b>99.3%</b>

FOIAs Approved by Dept.									
Department	Approved			Partially Approved			Denied		
	2012	2013	1/2014	2012	2013	1/2014	2012	2013	1/2014
Community Development	92%	98%	97%	6%	<1%	2%	2%	<1%	<1%
Fire Department	97%	97%	95%	1%	3%	5%	2%	0%	0%
Finance Department	91%	98%	100%	6%	2%	0%	3%	0%	0%
Human Resources	38%	100%	100%	50%	0%	0%	12%	0%	0%
Human Services	0%	100%	N/A	0%	0%	N/A	0%	0%	N/A
Legal Department	100%	99%	100%	0%	1%	0%	0%	0%	0%
Police Department	60%	58%	63%	26%	28%	30%	14%	14%	7%
Public Works Department	78%	99%	100%	21%	1%	0%	<1%	0%	0%
<b>Total</b>	<b>78%</b>	<b>94%</b>	<b>83%</b>	<b>15%</b>	<b>4%</b>	<b>14%</b>	<b>7%</b>	<b>2%</b>	<b>3%</b>



# *Legal Department-FOIA*

## **ACHIEVEMENTS**

- 99.3% Timely Compliance
- 97% Public Records Transparency
- All PAC appeals resolved successfully.
- No court actions filed.
- No fines or penalties assessed.

## **AREAS FOR IMPROVEMENT**

- Increase statistics for RockStat
- Transition to Hansen -based FOIA system in 2014?

# Community & Economic Development Department

Todd Cagnoni  
Director

# EDEEN

## Economic Development, Education, and Entrepreneurship Network





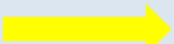

### MISSION STATEMENT

Community partners working together to create vibrant  
commercial corridors and thriving neighborhoods

“Working Together, Achieving Results”

# Community and Economic Development

## EDEEN

Ongoing Projects	Goal	Status
Develop marketing plans for each Planning Area	July 1, 2014	
Complete 10 beautification projects, 2 per Area	November 1, 2014	
Complete 2 murals	November 1, 2014	
Complete crosswalk art downtown	November 1, 2014	
Develop job clubs in high need areas	TBD	
Launch social media public relations campaign	July 1, 2014	



= Achieved Goal



= In Process



= Did not achieve goal by goal date

# Community and Economic Development

## EDEEN

### Storefront Committee

- Held first meeting for Broadway Business District Association
  - 8 stakeholders present
  - Monthly meeting 2<sup>nd</sup> Wednesday of the month 8 AM at B&H Office Furniture
- May 17<sup>th</sup> BDA Asset Inventory Day
  - River District, SWIFTT, Miracle Mile, Harrison & Midtown
- 2014 Storefront Business Planning Class – May 8
  - SBDC –funded by City CDBG funds

# Community and Economic Development

## EDEEN

### Beautification Projects

- 11 applications submitted - 7 Projects have been identified for beautification projects.
  - NWC Winnebago and Cunningham
  - Street Corner Deliverance Church
  - Blaisdell/Fairview
  - SWC Whitman and N Main
  - Jefferson and 6<sup>th</sup> Street
  - E State Street Gateway (I-90)
  - Westgate Parkway (circle off Broadway)
- Funding is being requested through application to Community Foundation and private funding requests. RAEDC has distributed to their membership.



# Community and Economic Development

## EDEEN



# Community and Economic Development

## EDEEN



**Proposed Mural Location**

Madison st. Bridge (Choice 1)



# Community and Economic Development

## EDEEN

### Achievements

- Completed 3 lunch and learn series to assist business groups and others with social media options and training. Effort led by Bridget French of RACVB.
- RVC has provided an intern to work on EDEEN website and provide link to social media. This will support the launch of “Rockford’s Backyard”
- Neighborhood Network in conjunction with Police Department sponsored a public forum on April 23 for District 2 residents.

# Community and Economic Development

## EDEEN

### **Areas of Improvement**

- Job Club Guide needs to be developed with work partners from 21<sup>st</sup> Century Talent Committee. Need to identify potential sites for advancement of job clubs connecting residents to opportunities for employment. (First Free, Heartland and Holy Family have existing job clubs)
- Need to work through the logistics of permissibility and location for crosswalk murals.
- Obtain commitments for funding of beautification projects.

# Neighborhood Development Division

PRESENTED BY:

Vicki Manson, Development Programs Manager

# Community and Economic Development Neighborhood Development Scorecard

	Funding	Neighborhood Development Program	2014 Annual Target	Q1 Goal	Q1 Actual	Q2 Goal	Q2 Actual	% of Target YTD
Housing Activities	CDBG	Ramps	6	1	0	0	0	0%
	HOME	Homeowner Rehab	21	0	0	7	8	114%
	HOME	Homebuyer Assistance (IHDA Grant)	13	0	0	2	0	0%
	HOME	CHDO Operating	1	0	0	0	0	
	HOME	CHDO Homebuyer/Rental	4	0	0	0	0	
	NSP	Rehab/New Construction	1	0	0	0	0	
	Madigan Grant	Roof Repair/Replacement	20	0	0	2	0	0%
	City Water Fund	Water Hook Up	10	0	0	0	2	
	TIF	Residential Tax Improvement Program	2	0	0	0	0	
	TOTAL HOUSING		78	1	0	11	10	83%
Public Service	CDBG	Discovery Center - After School Program	240	120	208	0	0	173%
	TOTAL PUBLIC SERVICE		240	120	208	0	0	173%
Property Improvements	CDBG, IHDA, GF, Sanitation	Demos	100	13	0	30	0	0%
	CDBG	Code Enforcement	3455	503	317	1628	365	32%
	TOTAL PROPERTY IMPROVEMENTS		3555	516	317	1658	365	31%

# Community and Economic Development Neighborhood Development

Ongoing Projects	Goal	Status
Launch IHDA Acquisition/Rehab Program	March 21, 2014	✓
Complete/Submit 2013 CAPER	March 31, 2014	✓
Resubmit 2014 Annual Plan w/in 60 days of HUD's notification of allocation	April 21, 2014	✓
Begin administering Fisher-Haskell Rehab Program	June 30, 2014	→
Determine Housing Program/Project for Potential Excess HOME Funds	June 1, 2014	→
Begin administering Roof Repair Program	July 31, 2014	→
Complete/Submit 2015-2019 Consolidated Plan	November 15, 2014	→
Complete/Submit 2015 Annual Action Plan	November 15, 2014	→



= Achieved Goal



= In Process



= Did not achieve goal by goal date

# Community and Economic Development

## Neighborhood Development

### Achievements

- Conducted 5 public input meetings and 2 stakeholder meetings to get feedback for 2015-19 Consolidated Plan.
- Received grant approval for \$250,000 through the Abandoned Residential Property Municipality Relief Program; 30 properties to be demolished.
- Continue to work with HUD Technical Assistance to revise developer requirements.
- Coordinate transfer of Project Facelift to local pastors & engage residents; event 7/28 – 8/1.
- Developed draft of neighborhood housing rehab program to be offered in conjunction with an infrastructure project.
- Successfully closed out the CDBG-R program.
- Employee and resident improvement: Fair Housing and Money Smart Week presentations, DRGR training, attended the Illinois Governor's Conference, participated in the Vacant Property & Allocating Staff Costs webinars, Elgin visit/vacant property ordinance and Asbestos Abatement recertification achieved.

# Community and Economic Development

## Neighborhood Development

### **Areas of Improvement**

- Continue to work toward advancing a plan for disposition and/or reuse of vacant land resulting from demolitions.
- Maintain search efforts for additional supplemental resources related to neighborhood stabilization.
- Monitor federal funding levels and make programming adjustments throughout the year.
- Continue to align housing initiatives with infrastructure projects.

# Economic Development Division

PRESENTED BY:

Mark Williams, Economic Development Manager



# Community and Economic Development

## Economic Development

### Scorecard

Monthly Performance		2014 Annual Target	Q2 Goal	Q2 Actual	% of Target
Commercial New & Retained Projects	Total	10	2	1	50%
Industrial New & Retained Projects	Total	9	2	0	0%
New Jobs	Total	250	50	3	6%
Total Investment					
	Private Investment	\$30,000,000		\$120,000	
	Public Investment			\$2,475	

# Community and Economic Development




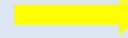
## Economic Development

### Program Dashboard

		Stage 1 Initial Communication	Stage 2 Solution Development	Stage 3 Client Evaluation	Stage 4 Negotiation	Stage 5 Commitment to Proceed	Win/Loss
Q1 Attraction	Project Level	4	4	6	1	2	0
	# New	4 New	4 New	3 New	1 New	2 New	0
Q1 Expansion	Project Level	2	1	0	1	1	0
	# New	2 New	1 New	0	1 New	0	0
Q1 Retention	Project Level	1	0	1	1	0	0
	# New	1 New	0	0	0	0	0
Q1 Startup	Project Level	0	1	1	0	1	0
	# New	0	0	0	0	1 New	0
Q1 Property Redevelop	Project Level	1	0	1	5	2	0
	# New	1 New	0	0	0	1 New	0
Q1 Property Develop	Project Level	0	1	1	0	0	0
	# New	0	0	0	0	0	0

# Community and Economic Development

## Economic Development

Enterprise Zone Application	Goal	Status
Evaluate Qualifying Criteria	April 1, 2014	
Estblish New Zone Boundary	July 1, 2014	
Adopt Governing Language	October 1, 2014	
Complete and Submit Application	December 31, 2014	



= Achieved Goal



= In Process



= Did not achieve goal by goal date

# Community and Economic Development

## Economic Development

### Achievements

- Advanced Amerock (Ziock) Building / Gorman & Company Agreement through Approval Stage
- Assisted in the completion/submission of the IMCP Designation Application
- Organized compliance reports by separating out TIF District Reports in order to streamline administrative work during reporting periods and better coordination with Finance Department.
- Initiated HUD Section 108 Technical Assistance

# Community and Economic Development

## Economic Development

### Areas of Improvement

- Continue to work with RAEDC to establish lead generation strategy
- Continue to work with RAEDC to develop Voice of the Customer Survey strategies to identify and engage high growth companies and flexible short run manufacturers for Etsy businesses
- Develop Etsy/Maker Economic Development Strategy

# Community and Economic Development

## Economic Development

### On-Going Projects



Rehabilitation of 408-418  
East State Street

# Community and Economic Development

## Economic Development

### On-Going Projects



PCI Under Construction

# Community and Economic Development

## Economic Development

### On-Going Projects



4000 Auburn East Building  
Former Amerock Building



4000 Auburn West Building



# Construction and Development Services Building – Planning – Code Enforcement

PRESENTED BY:

Seth Sommer, CDS Manager, Building Code Official  
Charlie Schaeffer, Property Improvement Programs Manager

# Community and Economic Development Construction & Development Services

## Planning Scorecard

	Current Permitting Trends					Performance Measurement		
	2013 Avg	Mar	Apr	YTD	% Change vs. 2013	Goal 95%	March	April
Sign Permits	36	19	16	84	-36%	7 Days	95%	94%
Temp Signs	5	4	2	9	-25%	2 Days	100%	50%
Fence	25	8	70	79	84%	3 Days	100%	100%
Driveway	20	7	22	29	53%	1 Day	100%	91%
Dumpster	1	0	2	2	0%	3 Days	100%	100%
Parking Lot	4	4	1	5	150%	5 Days	75%	100%
Zoning Conf	17	13	12	43	-31%	5 Days	100%	100%
Comm Plans	16	13	11	39	-24%	14 Days	100%	100%
Home Occ	1	0	0	1	-91%	5 Days	100%	100%
Tent. Plats	0	0	0	0	0%	-	-	-
Final Plats	<1	0	0	0	0%	-	-	-
ZBA Items	4	4	1	13	-24%	-	-	-
LAB Items	4	1	3	8	-68%	-	-	-
# Annex	<1	0	0	0	0%	-	-	-

# Community and Economic Development Construction & Development Services

## Building Scorecard 1 of 2

	Current Permitting Trends						Performance Measurement		
	2013 Avg	Mar	Apr	YTD	% Change vs. 2013		Goal 95%	March	April
New 1/2 Fam	0.83	3	0	3	-40%		3 Days	100%	100%
1/2 Acc. Det.	3	6	7	15	400%		2 Days	83%	100%
1/2 Add/Alt	36	15	46	94	-19%		2 Days	93%	98%
Comm/MF Plans	13	8	12	36	-12%		14 Days	100%	100%
Plum/Mech Plans	7	8	4	20	-31%		14 Days	100%	100%
Elec Plans	12	6	8	32	-14%		14 Days	100%	100%
Counter Permits	4	5	8	25	108%		1 Day	100%	100%
Demolition Permits	11	8	27	42	0%		2 Days	100%	81%
Plumbing Permits	95	81	104	337	-6%			-	-
Stand Alone Plum	70	64	83	261	-3%		1 Day	94%	96%
Mechanical Permits	118	79	75	327	-20%			-	-
Stand Alone Mech	97	63	55	259	-23%		1 Day	98%	96%

# Community and Economic Development Construction & Development Services

## Building Scorecard 2 of 2

	Current Permitting Trends						Performance Measurement		
	2013 Avg	Mar	Apr	YTD	% Change vs. 2013		Goal 95%	March	April
Stand Alone Elec	30	21	51	108	0%		1 Day	95%	98%
Roofing Permits	102	47	157	224	46%		1 Day	94%	99%
Siding Permits	17	12	21	38	-3%		1 Day	100%	100%
Struct Insp Reported	361	258	366	1092	-29%		-	-	-
Struct Inspections	143	234	298	876	59%		1 Day	98%	98%
Plum Insp Reported	220	169	235	735	-35%		-	-	-
Plum Inspections	164	118	148	527	-31%		1 Day	97%	100%
Mech Insp Reported	188	143	130	573	-32%		-	-	-
Mech Inspection	138	84	65	330	-49%		1 Day	99%	100%
Elec Insp Reported	159	154	164	610	-4%		-	-	-
Elect Inspections	118	84	103	350	-33%		1 Day	99%	99%
FOIA Requests	46	43	39	179	21%		On Time	100%	100%
% of Permits Online	5%	9%	3%	-	-		-	-	-

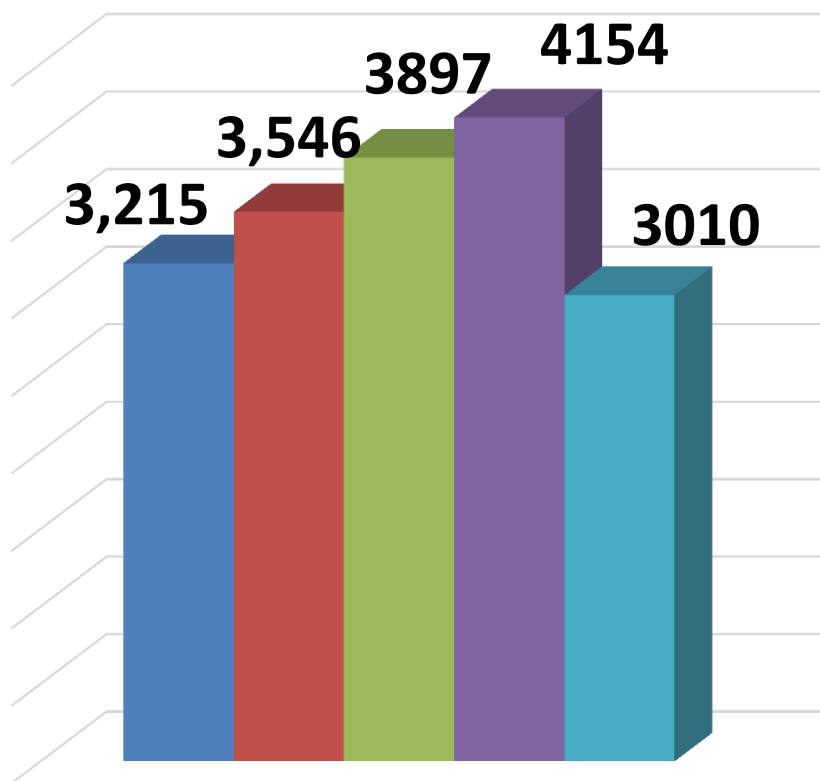
# Community and Economic Development Construction & Development Services

## Property Standards Scorecard

Monthly Performance	2012 Monthly Average	2013 Monthly Average	Mar 2014	Apr 2014	YTD 2014
Property Standards Inspections	210	235	242	243	400
Property Standards Complaints	62	75	71	63	84
% of Property Standards Complaints Inspected 1 Day (95% Goal)	45%	69%	78%	INC	-
Avg # Days to First Inspection	10.74	1.56	0.88	INC	-
Order to Repairs / Violation Letters	38	43	40	INC	-
% of Order to Repairs / Violation Letters in 3 Days – (95% Goal)	45%	67%	97.5%	INC	-
Avg # Days from Inspection to OTR	6.48	3.83	1.5	INC	-
Condemnations	19.5	26.25	26	16	81
Condemnations Lifted	14	14	30	16	82
Emergency Inspections	-	12	21	15	39
Emergency Demos	12 total	7 total	1	0	1
Fast Track Demos	21 total	18* total	0	0	0

## Inspections Thru April

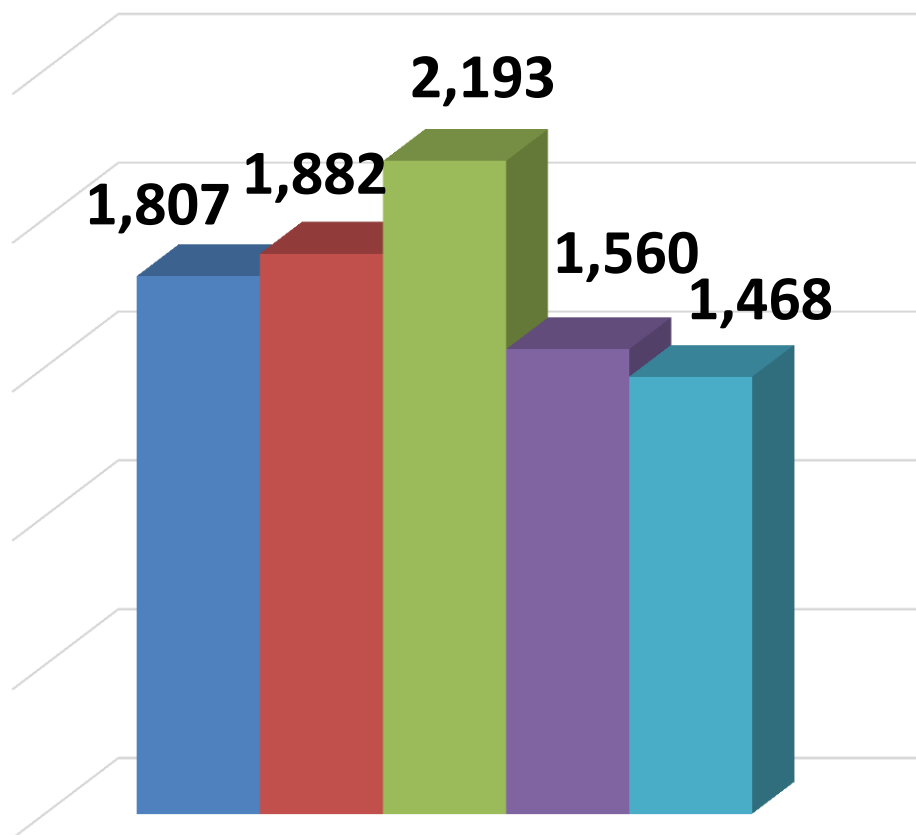
2010	2011	2012	2013	2014	%CNG
3215	3546	3897	4154	3010	<b>-27.54%</b>



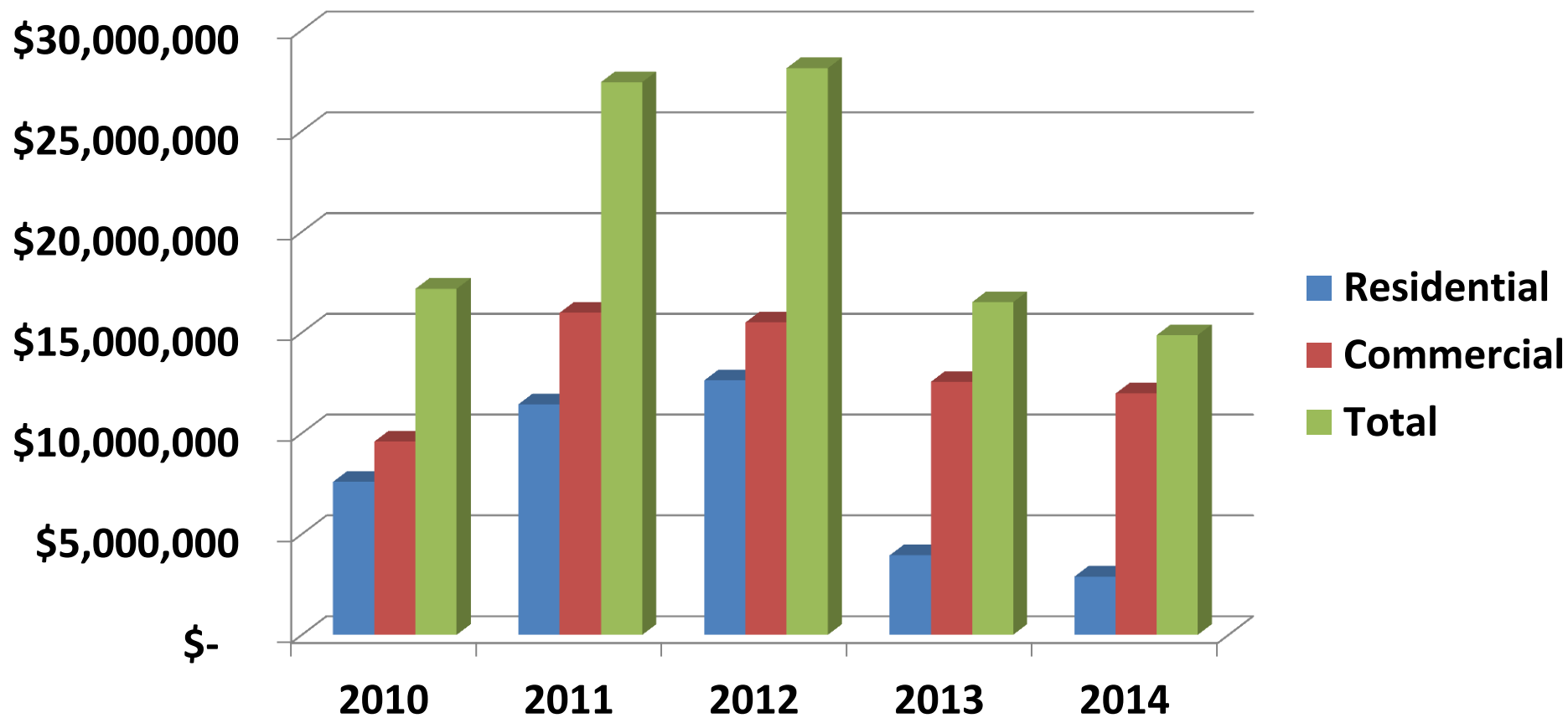
■ 2010 ■ 2011 ■ 2012 ■ 2013 ■ 2014

## Permits Thru April

2010	2011	2012	2013	2014	%CNG
1,807	1,882	2,193	1,560	1,468	<b>-5.90%</b>

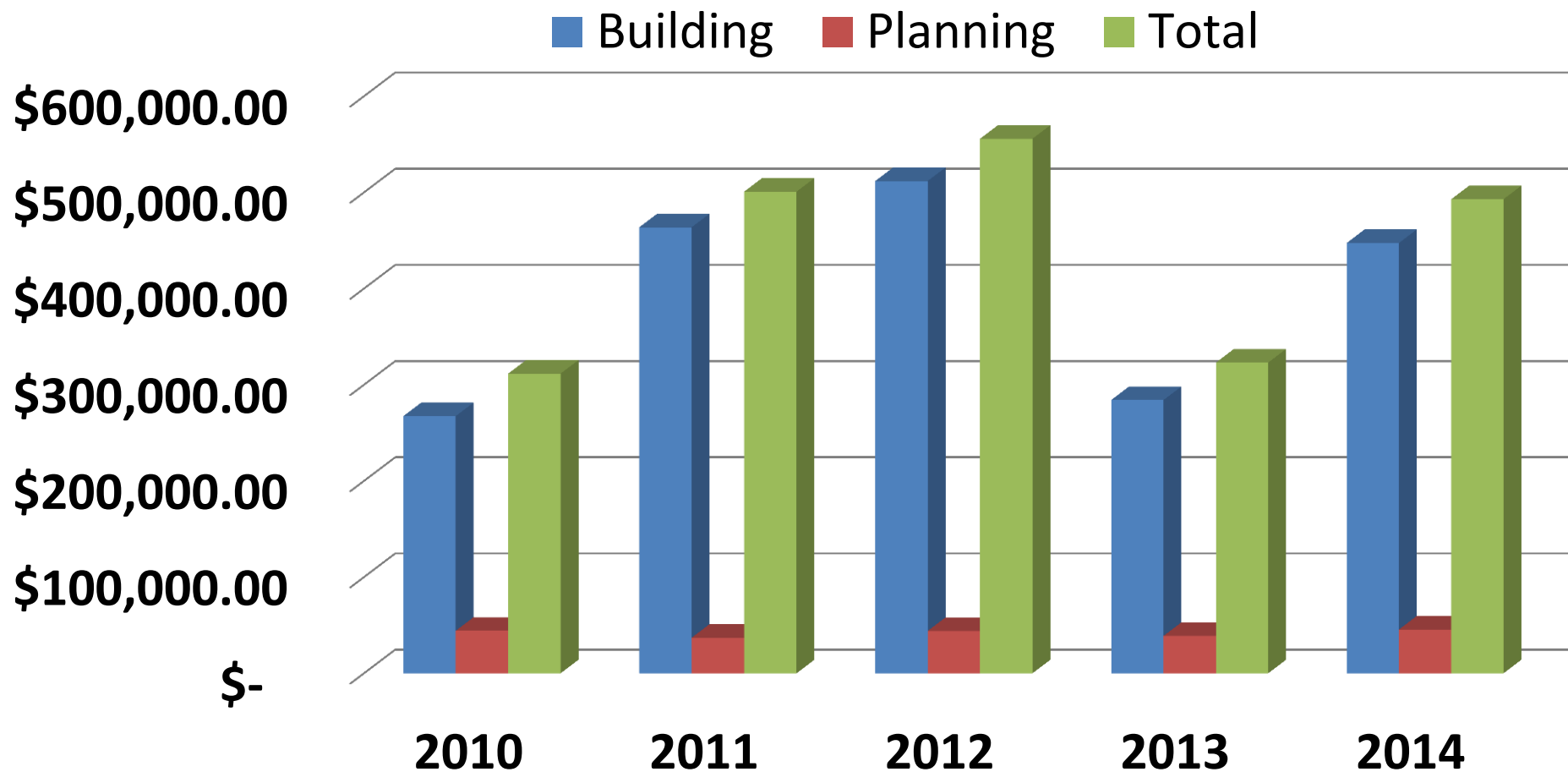


■ 2010 ■ 2011 ■ 2012 ■ 2013 ■ 2014



## Construction Valuation Thru April

	2010	2011	2012	2013	2014	% Change
<b>Residential</b>	\$ 7,584,346	\$ 11,440,323	\$ 12,617,820	\$ 3,946,083	\$ 2,894,446	<b>-26.65%</b>
<b>Commercial</b>	\$ 9,580,973	\$ 15,980,360	\$ 15,494,972	\$ 12,555,053	\$ 11,976,318	<b>-4.61%</b>



### TOTAL PERMIT FEES (Revenue) Thru April

	2010	2011	2012	2013	2014	% CHANGE
<b>Building</b>	\$ 267,349.07	\$ 463,750.55	\$ 511,813.07	\$ 284,125.26	\$ 447,370.11	<b>57.46%</b>
<b>Planning</b>	\$ 44,232.88	\$ 37,033.20	\$ 44,026.50	\$ 38,930.65	\$ 45,536.54	<b>16.97%</b>
<b>Total</b>	\$ 311,581.95	\$ 500,783.75	\$ 555,839.57	\$ 323,055.91	\$ 492,906.65	<b>52.58%</b>



# Community and Economic Development Construction and Development Services

## Achievements

- Filled the Zoning & Land Use Administrator position with hiring of Scott Capovilla
- Demolition started on 10 properties by local not-for-profit in accordance with development agreement
- Fast Track Process Initiated on 44 properties that were approved by City Council
- Online roofing permits are revised and easier to apply for – THANKS I.T.!!!



“WOW! It was so easy applying for the building permits this time. That sure is a good thing, with the new storm in Rockford. I hope it doesn't get to hectic for you. Looking forward to working with you!!!”

# Community and Economic Development Construction and Development Services Achievements

## **The Pump Handle Inn is GONE!!**

**Thank you to all of our partners, including the  
Legal Department in making this a reality!!!**



# Community and Economic Development Construction and Development Services

## Areas of Improvement

- Continue to develop and implement method to properly track and manage all Property Standards Cases and work with Legal and IT to develop tracking system & processes for entire process of Violation Cases
- Be proactive in code enforcement activities including social media, press releases, and sweeps

# Neighborhood Standards

PRESENTED BY:

Charlie Schaefer

Property Improvement Programs Manager

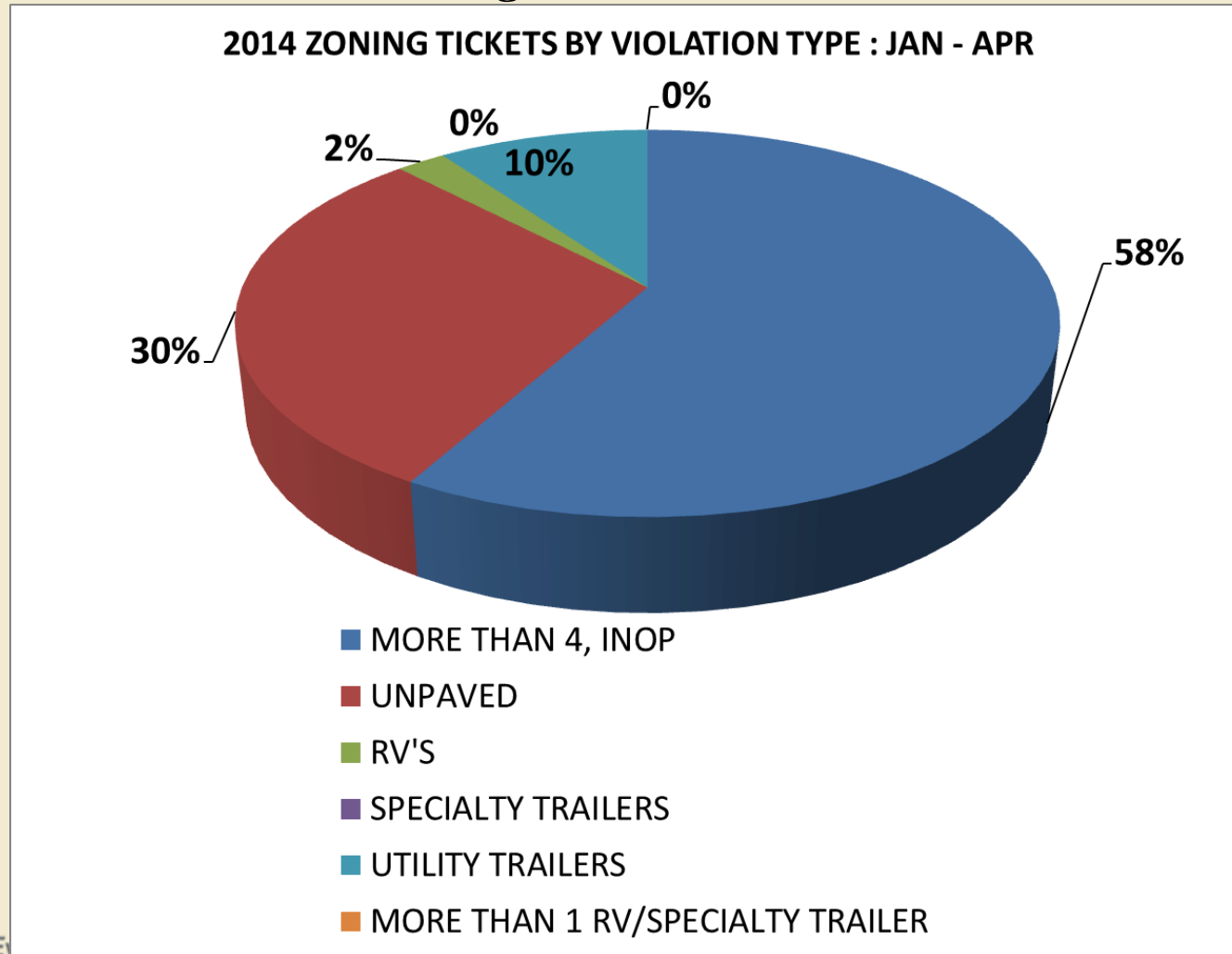
# Community and Economic Development Construction and Development Services

## Neighborhood Standards Scorecard

Code Enforcement		Mar-14	Apr-14	2014 Totals	2014 Monthly Average	2012-13 Monthly AVG
Monitor Requests for Service	Total # of Complaints	270	351	894	224	270.0
	Total # of Unfounded Complaints	95	98	295	74	75.5
	# of Nuisance/Zoning Complaints	195	284	660	165	204.4
Case Compliance Rate	% rate of Voluntary Compliance	85.5%	86.7%		77.1%	65.3%
	Avg. # of Days to Voluntary Compliance	23.07	14.34		16	33.0
	% rate of Induced Compliance	9.9%	4.8%		14.7%	8.0%
	Avg. # of Days to Induced Compliance	57.26	93.62		65	52.5
	% rate of Forced Compliance	4.6%	8.5%		8.2%	26.8%
	Avg. # of Days to Forced Compliance	12.29	102.04		35	35.9
Case Type Trending	# of Nuisance Cases	167	266	499	125	128.8
	# of Zoning Cases	59	99	235	59	70.0
	Total # of Nuisance/Zoning Cases	226	365	734	184	198.8
	# of Proactive Nuisance/Zoning Cases	102	137	308	77	36.8
City Efficiency	Avg. # of Nuisance/Zoning Cases Per Inspector	90.4	146.0		76.98	54.0
	Avg. # of Days from Complaint to First Inspection (Nuisance/Zoning)	3.44	3.05		3.2	2.9
	Open Service Requests at end of Month (Nuisance/Zoning)	5	33		10.5	18.0



# Community and Economic Development Construction and Development Services Neighborhood Standards



# Community and Economic Development Construction and Development Services

## Neighborhood Standards Achievements

- Sweep of Video Gaming locations for improper use of signs
- Neighborhood Enforcement Specialists and Senior Clerk in place and training in progress
- One year anniversary of highly successful E-waste disposal program
- Trial improvements made to Contract Vendors bidding and invoice process
- Seasonal Weeds staff in place
- New recycling can distribution nearly 35% complete generating numerous new account inquiries

# Community and Economic Development Construction and Development Services

## **Neighborhood Standards Areas of Improvement**

- Need to determine method to archive large volumes of photos of existing conditions from Contractors
- Continued progress on automated in-house Zoning Parking Ticket system
- Investigating expanded use of citation process for additional violations
- Nearing completion of integrating use of Batch Manager functionality into Hansen processes